

**WHAT IS CLAIMED IS:**

1. A method of automatic call distribution in a call queue, comprising:  
associating at least one skill requirement with a call;  
associating at least one skill level with each agent among a group of agents, the skill level corresponding to the at least one skill requirement of the call;  
computing a match rating for each agent based at least in part on the at least one skill requirement associated with the call and on the at least one skill level associated with the agent; and  
routing the call to an available agent based at least in part on the computed match rating for the available agent.
2. The method of claim 1, wherein the call is routed based at least in part on a highest match rating criterion.
3. The method of claim 1, wherein the computing the match rating includes cumulatively multiplying a predetermined value by each skill level for which the call has a corresponding skill requirement.
4. The method of claim 3, wherein the predetermined value includes a default rating.
5. The method of claim 1, wherein a skill level is a number between 0 and 1.

6. The method of claim 5, wherein a skill level of 0 for an agent indicates that the agent lacks a skill associated with the skill level.

7. The method of claim 6, further comprising placing the call on hold if a skill level for each agent among the agents is 0.

8. The method of claim 1, further comprising placing the call on hold if an agent is not available.

9. The method of claim 1, wherein a call in the call queue has an associated call priority and wait time, further comprising computing an urgency factor for the call in the call queue, and routing the call to an available agent based at least in part on the urgency factor.

10. The method of claim 9, wherein the computing the urgency factor includes multiplying the call priority by the wait time.

11. The method of claim 9, wherein a call priority depends at least in part on caller ID information associated with the call.

12. The method of claim 1, wherein the call is routed to an available agent based at least in part on a fairness criterion.

13. The method of claim 12, wherein the fairness criterion includes one of idle time of the agent, a number of calls previously fielded by the agent, and duty cycle of the agent.

14. The method of claim 1, wherein the call is routed to an available agent based at least in part on an override criterion.

15. The method of claim 14, wherein the override criterion includes one of an account number associated with the caller, caller ID information, and an exception.

16. A server for automatic call distribution in a call queue, comprising:  
an association mechanism configured to associate at least one skill requirement with a call, and to associate at least one skill level with each agent among a group of agents, the skill level corresponding to the at least one skill requirement of the call;  
a computation mechanism configured to compute a match rating for each agent based at least in part on the at least one skill requirement associated with the call and on the at least one skill level associated with the agent; and  
a routing mechanism configured to route the call to an available agent based at least in part on the computed match rating for the available agent.

17. The server of claim 16, wherein the call is routed based at least in part on a highest match rating criterion.

18. The server of claim 16, wherein the match rating is computed, at least in part, by cumulatively multiplying a predetermined value by each skill level for which the call has a corresponding skill requirement.

19. The server of claim 18, wherein the predetermined value includes a default rating.

20. The server of claim 17, wherein a skill level is a number between 0 and 1.

21. The server of claim 20, wherein a skill level of 0 for an agent indicates that the agent lacks a skill associated with the skill level.

22. An article of manufacture comprising:

a machine-accessible medium comprising data that cause a machine to,

associate at least one skill requirement with a call in a call queue;

associate at least one skill level with each agent among a group of agents,

the skill level corresponding to the at least one skill requirement of the call;

compute a match rating for each agent based at least in part on the at least one skill requirement associated with the call and on the at least one skill level associated with the agent; and

route the call to an available agent based at least in part on the computed match rating for the available agent.

23. The article of manufacture of claim 22, wherein the call is routed based at least in part on a highest match rating criterion.

24. The article of manufacture of claim 22, wherein the match rating is computed, at least in part, by cumulatively multiplying a predetermined value by each skill level for which the call has a corresponding skill requirement.

25. The article of manufacture of claim 24, wherein the predetermined value includes a default rating.

26. The article of manufacture of claim 22, wherein a skill level is a number between 0 and 1.

27. The article of manufacture of claim 26, wherein a skill level of 0 for an agent indicates that the agent lacks a skill associated with the skill level.

28. In a graphical user interface for automatic call distribution, a method comprising:

displaying a time axis associated with a call queue, the axis representing a predetermined interval of time associated with calls in the call queue;

displaying call indicators on the time axis, each of the call indicators corresponding to a respective call and being displayed at a position on the time axis that corresponds to a time at which the call was added to the call queue;

selectively displaying, for each call indicator, status information for the corresponding call, the displaying being triggered by the selection of the respective call indicator; and

updating the time axis and call indicators to reflect passage of time.

29. The method of claim 28, wherein a respective call indicator is selected at least in part by user input.

30. The method of claim 29, wherein the user input includes the positioning of a cursor on or near the respective call indicator.

31. The method of claim 28, wherein a respective call indicator is selected at least in part by an automated procedure.

32. The method of claim 28, wherein a call indicator is substantially perpendicular to the time axis.

33. The method of claim 28, wherein a call indicator associated with an answered call is displayed in a first color, and a call indicator associated with an unanswered call is displayed in a second color.

34. The method of claim 28, wherein the predetermined interval of time includes a time at which an oldest call in the queue was received.

35. The method of claim 28, wherein the status information is displayed in a pop-up window.

36. The method of claim 28, further comprising displaying summary information for calls in the queue.

37. The method of claim 36, wherein the summary information includes at least one of: number of calls in the queue, average waiting time of a call, average holding time of a call, longest time in the queue, and longest time talking.

38. The method of claim 28, wherein a call indicator flashes when a respective call is on hold longer than a predetermined time.

39. The method of claim 28, wherein a call indicator for a call has a predetermined representation depending on whether the call is an answered or unanswered call.

40. The method of claim 28, wherein a call indicator has an associated call status indicator.

41. An apparatus for automatic call distribution, comprising:

an axis display mechanism configured to display a time axis associated with a call queue, the axis representing a predetermined interval of time associated with calls in the call queue;

an indicator display mechanism configured to display call indicators on the time axis, each of the call indicators corresponding to a respective call and being displayed at a position on the time axis that corresponds to a time at which the call was added to the call queue;

a status information display mechanism configured to selectively display, for each call indicator, status information for the corresponding call, the displaying being triggered by the selection of the respective call indicator; and

an update mechanism configured to update the time axis and call indicators to reflect passage of time.

42. The apparatus of claim 41, wherein a respective call indicator is selected at least in part by user input.

43. The apparatus of claim 42, wherein the user input includes the positioning of a cursor on or near the respective call indicator.

44. The apparatus of claim 41, wherein a respective call indicator is selected at least in part by an automated procedure.

45. An article of manufacture comprising:  
a machine-accessible medium comprising data that cause a machine to,  
display a time axis associated with a call queue, the axis representing a predetermined interval of time associated with calls in the call queue;  
display call indicators on the time axis, each of the call indicators corresponding to a respective call and being displayed at a position on the time axis that corresponds to a time at which the call was added to the call queue;  
selectively display, for each call indicator, status information for the corresponding call, the displaying being triggered by the selection of the respective call indicator; and  
update the time axis and call indicators to reflect passage of time.

46. The article of manufacture of claim 45, wherein a respective call indicator is selected at least in part by user input.



47. The article of manufacture of claim 46, wherein the user input includes the positioning of a cursor on or near the respective call indicator.

48. The article of manufacture of claim 45, wherein a respective call indicator is selected at least in part by an automated procedure.

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